



UNITED STATES DEPARTMENT OF EDUCATION

Federal Student Aid

TO: Secretary Rod Paige
U.S. Secretary of Education

FROM: Terri Shaw
Chief Operating Officer

RE: FSA Weekly Report

DATE: August 9, 2004

THE WEEK AHEAD

Nothing to Report

FSA IN THE FIELD

Annual Tribal Schools Conference: On August 1-4, FSA representatives gave presentations at the Annual Tribal Schools Conference in Polson, Montana.

Bureau of Indian Affairs, Office of Indian Education Program Conference (BIA-OIEP): On August 5, FSA representatives participated in a panel discussion on Early Awareness for Native American students, parents and principals.

NFB-NEWSLINE: FSA representatives met with the National Federation of the Blind's (NFB's) NFB-NEWSLINE about including FSA's Braille and audio publications on NFB's broadcasts. NEWSLINE offers a radio reading service to blind and visually impaired people, providing them with access to newspapers and other newsworthy items of general interest. Each state has a local channel and NFB will investigate sending FSA information to the state sponsors for inclusion on each state's local channel.

National Indian School Board Association (NISBA) Conference: As part of FSA's ongoing outreach efforts to the American Indian/Alaska Native community, FSA staff attended the annual NISBA summer institute. Participants included school board members, teachers, counselors, and administrative staff from Bureau of Indian Affairs schools and other schools with a high concentration of Native students.

Consolidation Presentation: On July 27, FSA representatives conducted a consolidation presentation for staff of the financial aid and business offices at the University of Oregon in Eugene, OR.

Apps Processing Training: On July 29, FSA representatives conducted Apps Processing Training at the University of California, Santa Barbara for their staff.

OPERATIONAL METRICS

Application Activities through August 2, 2004: The Central Processing System (CPS) has processed 9.74 million FAFSA applications for the 2004-05 cycle, a 2.9% increase over the 2003-04 cycle.

Program Disbursements: Through the week ending July 31, annual Pell Grant disbursements reached \$12.6 billion for the 2003-04 academic year and \$233.7 million for the 2004-2005 academic year. Through the week ending July 31, annual Direct Loan disbursements reached \$11.8 billion for the 2003-04 academic year and \$210.7 million for the 2004-2005 academic year. Through the week ending August 3, annual FFEL disbursements reached \$30.6 billion for the 2003-04 academic year and \$116.9 million for the 2004-2005 academic year. Through June, annual Direct Consolidation Loan disbursements reached \$4.01 billion.

Direct Loan (DL) Servicing: As of June 30, the Direct Loan Portfolio reached 17.3 million loans (a 2.5% increase over last year) with a total value of \$82.2 billion (a 3.2% increase over last year) representing 6.4 million borrowers (a 3.8% increase over last year).

Consolidation Activity through June 30, 2004: Year to date, student loan consolidations from the Direct Loan program into the Direct Loan Consolidation program totaled \$1.87 billion, a 5.9% decrease over last year. Consolidations from the FFEL program into the Direct Loan Consolidation program totaled 2.1 billion, a .2% decrease over last year. Consolidations from the Direct Loan program into the FFEL program totaled \$6.2 billion, a 24.2% increase over last year.

Total Default Recoveries: Through July 31, total FSA Default Recoveries for FY04 reached \$1.534 billion, an increase of 13% from this time last year. Total non-consolidation recoveries reached \$1.361 billion, an increase of 24%. Combined Recoveries from our private collection agency efforts have reached \$1.005 billion, up 20% over the same period in FY03.

Guarantor Recoveries: Through the end of June, total Guarantor Default Recoveries for FY04 reached \$2.758 billion, an increase of 4% from this time last year. Through the end of June, combined ED and guarantor recoveries reached \$4.146 billion, a 7% increase over last year. Total non-consolidation recoveries for ED and guarantors combined reached \$2.74 billion, an increase of 12.7%.

1-800-4-FED-AID through July 31, 2004: Year to date, the Federal Student Aid Information Center (FSAIC) has received 4.98 million calls, an 11.7% decrease over last year. Service levels have increased with 99.1% of calls completed, a .3% increase over last year. The average speed to answer decreased by 34.0% over last year to 6.6 seconds.

Direct Loan Servicing Call Center Phone Activity through July 30, 2004: Year to date, the Direct Loan Servicing Centers received 3.70 million calls to the Interactive Voice Response System, a decrease of 6.1% from 2003. Of those calls received, Borrower Services representatives handled 2.6 million calls, a decrease of 7.4% from 2003. The average speed of answer was 5.39 seconds, a decrease of 19.77% from 2003. The resolve rate for the Voice

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Response System was 28.86%, an increase of 4.1% from 2003. The Abandoned Call Rate was 0.24%, a decrease of 5.2% from 2003.

Student Aid on the Web: For the month of July, *Student Aid on the Web* recorded 1,736,261 visits, 31,787,562 hits and 4,061,756 page views representing increases of 27.6%, 48.7% and 64.1% respectively over last July.

Through the week ending July 31, *MyFSA*, the *Student Aid on the Web* feature that allows students and parents to establish their own personal password protected accounts for use as they move through the financial aid life cycle, has recorded 42,954 new accounts. To date 3,854 students have submitted their FAFSA applications and 1,213 have applied for admission to college using the transfer module and the data entered in their *MyFSA* accounts.

Information for Financial Aid Professionals (IFAP) Web site Usage: For the week ending July 31, www.ifap.ed.gov received 69,880 visits representing 2.0 million hits.

IFAP/FSA School Portal Disaster Recovery Exercise: On July 26 and July 27, IFAP's Disaster Recovery group participated in the annual ITA Disaster Recovery (DR) Exercise. IFAP and the School Portal were unable to be recovered during the test. FSA has yet to receive the final analysis of why the recovery failed, and what is being done to correct the deficiencies.

Schools Portal Usage: For the week ending July 31, www.fsa4schools.ed.gov received 14,208 visits representing approximately 1.0 million hits.

Customer Service Call Center Activity: For the week ending July 31, the Customer Service Call Center received 379 inquiries and posted four documents to IFAP.

FAFSA on the Web: On August 3, FSA received the 7.5 millionth web application for the 2004-2005 cycle, seven months ahead of last year. The 2004-2005 volume is on pace to exceed the web application volume (7.8 million) for the entire 2003-2004 cycle by the end of August.

KEY ISSUES

E-Gov/eLoans: The Harvard University, Kennedy School of Government's National Center for Digital Government is conducting an independent study of the 25 E-Gov initiatives to better understand the elements of and challenges to success in interagency collaboration. OMB's E-Gov Office sanctioned the E-Gov initiatives' participation in the study and asked the E-Gov initiative program managers to complete an online survey and participate in interviews. As a follow-up to the initial data gathering, Harvard provided follow-up questions and scheduled an interview with ED's eLoans team for August 10.

Enterprise Architecture/ Inspector General: ED/CIO gave a presentation to the Inspector General on the progress made on implementing the Department's Enterprise Architecture.

Common Data Architecture (CDA): The CDA task order was awarded on July 23 and the kick-off meeting to review the scope of the project with the core team was held on July 26. A CDA kick-off meeting for FSA business and technical staff will be held within the next 3 weeks.

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Current activities include finalizing the project plan, defining the CDA core and developing the outline for the deliverables.

2005-2006 FAFSA on the Web (FOTW) Toolkit: The FOTW Toolkit team reviewed and revised text and graphics for various promotion pieces for next year's FOTW toolkit. The annual promotional package includes brochures, posters, bookmarks and informational flyers and is intended to encourage students to apply for a PIN and to apply for financial aid using FAFSA on the Web rather than a paper application. Toolkits will be mailed to Financial Aid Administrators, High School and TRIO Counselors, public libraries, and state PTA organizations. The next step is to obtain approval for each product from FSA and ED's Office of Public Affairs. FSA anticipates printing and mailing approximately 63,000 packages by late October 2004.

Enterprise Architecture: FSA representatives gave a presentation to the Institute for Defense and Government Advancement titled "Re-Drawing the Federal IT Landscape with Effective Federal Enterprise Architecture Reference Model Implementation" focusing on how FSA implemented and maintains the OMB' reference models.

ON THE HORIZON

Fundamentals of Title IV Administration: On August 23-24, FSA representatives will be conducting Fundamentals of Title IV Administration at the San Francisco Regional Training Facility.

CONTACT INFORMATION

Please contact Chris Greene at 377-4003 with any questions.